

### **PROFILE**

- ✓ Highly experienced technical writer with more than 15+ years of experience, strong knowledge in the implementation of software applications, and complex technical documentation.
- ✓ Strong written and verbal communication skills.

### **SKILLS AND TECHNICAL EXPERTISE**

- Ability to write clearly and concisely and able to convey information appropriately for a variety of audiences.
- Excellent communication skills – quickly partners with and interacts with departmental staff, subject matter experts, and stakeholders to determine specific application needs related to methods and procedures.
- Highly proficient with Confluence, GitHub/Wiki, Salesforce CRM/Knowledge Base, Adobe Acrobat, Captivate, Madcap Flare, ServiceNow, Microsoft Suite, SharePoint, Design, SnagIt, XML editors, HTML, IssueTrak, Report It, Jira, RoboHelp, Agile tools (Smartsheet, Rally, Digital agility), CRM, OSS/BSS, Avaya, Azure Dev/Ops/Boards, Broadband Billing Systems (CSG/ICOMS).

### **EMPLOYMENT HISTORY**

#### **Optum**

January 2022 to December 2023

##### **IT-Sr Architecture Analyst / Technical Writer**

- Lead technical writer, developing high-level documentation for various products, services, and systems within the healthcare company for over 1,600 internal customers.
- Regularly collaborate with SMEs to ensure documentation accurately reflects the latest updates and changes in the healthcare industry, staying informed about new technologies, regulations, and best practices.
- Established a consistent style guide and document structure to ensure all documentation maintains a unified and professional appearance, improving readability.
- Utilizing GitHub and Wiki for documentation version control to track changes and help users find information more easily.

#### **FedEx Corporation**

January 2021 to January 2022

##### **Technical Writer – Consultant**

- Lead technical writer, supporting a large scope project for the Knowledge Management System conversion, supporting the migration of articles into Salesforce Knowledge Community on Service Cloud.
- Edit and update complex technical documentation into clear and concise documentation, creating over 700 Salesforce articles, improving customer experience, and making information more current, searchable, and easier to understand for today's workforce.
- Using the agile methodology to manage and present project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.

#### **State of Colorado - Government Office of Information Technology**

October 2019 to January 2021

##### **Lead Technical Writer - Consultant**

- Instrumental in creating, updating, and maintaining operational documentation for processes, workflows, standard operating procedures, and diagrams for infrastructure operations and application data flow, meeting 100% support requirements.
- Developed and maintained team workspace in the Confluence collaboration tool, creating document standardization and maintaining a powerful method for organizing and retrieving documents, resulting in improved organization of client information.
- Collaborate with business stakeholders to create and update accurate documents, consistently adhering to organizational audit compliance policy standards.

**Sherry Scott**  
Denver, CO  
[shescott@comcast.net](mailto:shescott@comcast.net)  
303-550-8671

**Empower (Great-West) – Denver, CO**

December 2018 to October 2019

**Systems Analyst – Technical Writer - Consultant**

- Managed the successful migration of SharePoint data of over 1,400 documents to Salesforce Knowledge for a large financial services firm, minimizing disruption to daily business operations.
- Created and directed a well-defined project plan – presented project status and milestones to business stakeholders and managers, successfully implementing 100% of Salesforce migration within project timelines.
- Collaborate with stakeholders' business systems planning and process, evaluate requirements, eliminate inefficiencies, and improve business processes and procedures.
- Supervised SMEs, achieving content updates of over 1,400 articles in Salesforce/XML, improving data consistency across systems, processes, and organization.

**Bullhorn – Corporate**

May 2018 to November 2018

**Technical Writer Salesforce – Consultant**

- Develop clear and concise customer-facing knowledgebase articles for the Salesforce recruiting software platform to aid in developing a new acquisition Salesforce environment.
- Created and migrated over 200 documents to Salesforce for internal employees and external customers, promoting a 60% increase in self-service performance and search capabilities.
- Effectively collaborate between SME, leadership, and project teams using Agile methodology, continuously meeting 100% sprint on-time documentation/quick reference guide delivery.

**CenturyLink (Level 3 Communications) - Lone Tree, CO**

April 2017 to April 2018

**Lead Technical Writer / Systems Analyst - Consultant**

- Design and create highly visible documentation and SOPs, as many as 120 reference guides, specifically, Adaptive Service and Resource Inventory for Operations Support Systems (OSS) Network Planning and Service fulfillment, achieving 98% deliverables of uncompromising levels of quality documents.
- Create step-by-step procedures and processes for new and existing infrastructure and network capacity, working with architects, design engineers, field engineers, and SMEs, achieving functional business best practices.
- Promoted to business system analyst, collaborating with stakeholders, management, and programmers to determine operational objectives by studying business functions, understanding business needs, evaluating system requirements, and effectively identifying and correcting gaps and inefficiencies.

**BBG, Inc. – Denver, CO**

November 2016 to February 2017

**Lead Technical Writer - Consultant**

- Identify the business needs of the end users for technical documentation for a national commercial real-estate valuation and assessment company, producing reference documents and training manual for multifamily commercial property assessment, boosting appraisal on-time delivery to 85%.
- Developed supporting documents, job aids, and training advisories; produced easy-to-understand complex and technical information.

**Time Warner Cable / Charter – Corporate**

September 2015 to July 2016

**Training Analyst / Trainer – Consultant**

- Planned and executed training solutions supporting a new alarm center application for alarm processing (IntelligentHome), enhancing workforce capability and skills aligned with business goals.
- Author and organize training procedural manuals supporting documentation for training programs following instructional design requirements, reducing attrition by 71%.
- Conduct needs analysis, communicating ideas and information, ensuring conformity with mission training objectives.
- Delivered a 4-week new-hire training class of 25 alarm agents on Matrix Monitoring System, reducing new hire employee turnover by 73% and boosting SLA to 91%.

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**Cox Communications – Corporate  
Training Specialist - Consultant**

January 2015 to June 2015

- Deliver company-wide training on Salesforce, Telecom Operations and Management Solution (ATLAS); Operations Support Systems OSS/BSS to sales support, order management, and construction and design engineering personnel, enhancing end-user skills and confidence in successfully integrating to a new system.
- Review and modify lesson plans to conform to new application software procedures, test training database, conduct training rehearsals in preparation for training implementation, and validate and verify materials before training, achieving consistent successful outcomes for end users.

**Time Warner Cable • Corporate  
Training Project Manager - Consultant**

March 2012 to December 2014

- Directed multiple training projects — aligned projects to business goals, identified key stakeholders, managed deliverables, and communicated project status and milestones for WiFi (mobile services), alarm monitoring, and telecom wireless products, successfully implementing all projects within project timelines.
- Interact with project managers to verify the 100% accuracy of training materials and assist in the rollout of new products and application software.
- Assess training needs, evaluate, and make recommendations on training design and methodology, improving efficiency and consistency in customer service.
- Spearheaded process performance evaluation and supported the help desk team in analyzing defect trending for improved performance and proactively identified defects, improving customer service by 60%.

**Kaiser Permanente • Denver, CO  
Technical Writer – Consultant**

November 2010 to March 2012

- Develop training documentation for new application software, Health Plan Customer Handling and Tracking System (CHATS) for client benefits, eligibility, billing, and claims, advancing employee efficiency and productivity.
- Provide train-the-trainer to all trainers to ensure trainers have access to all resources necessary to provide exceptional training to new and existing customer service representatives.

**Time Warner Cable • Denver, CO  
Training Coordinator/ Technical Writer - Consultant**

June 2009 to November 2010

- Designed and developed training documentation and SOPs for existing cable warehouse personnel for equipment inventory, improving and increasing diagnostics on equipment performance.
- Develop, manage, and deliver training to sales representatives; introducing 3G/4G Mobile Network product and device knowledge, billing system (CSG; ACSR, Convergys; ICOMS), Agent Advanced Desktop application and Salesforce for Wireless order entry, improving customer care support.

**Kaiser Permanente • Denver, CO  
Training Instructor – Consultant**

March 2009 to June 2009

- Deliver 4-week new hire training classes of 25 participants each with 325 account administrative representatives on CRM common membership integrated workflow, slashing employee turnover rate by 80%.
- Develop training materials for new hire classes; application software solutions; MACESS, Common Membership mainframe, Avaya, and KANA, creating greater customer care service achievement.

**Affiliated Computer Services (ACS) • Nation-wide  
Systems Analyst / Trainer - Consultant**

October 2008 to January 2009

- Led cross-functional teams in delivering and supporting government and public-sector software, Lagan 311 (CRM/ECM) KANA software, a high-performance solution, meeting customer satisfaction of 311 call centers.
- Configured pre-defined workflows, electronic forms, and scripts, ensuring effective routing and consistent call-taking operations.

**Time Warner Cable • Nation-wide  
Technical Writer / Trainer - Consultant**

January 2006 – July 2008

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[shescott@comcast.net](mailto:shescott@comcast.net)  
303-550-8671

- Analyze and define business processes and procedures, design and develop SOPs, training documentation, and job aids companywide on Conceptwave's Order Care and Order Management (OM) solution (OSS/BSS), successfully capturing and provisioning digital phone service, ensuring consistent end-to-end business fulfillment processes.
- Oversee, manage, and deliver training to over 1,000 provisioning and acceptance personnel, technical support, and dispatch on OM, Concept Wave's provisioning platform, boosting efficiency in handling exceptions and notifications by 70%.
- In preparation for training, performed XML injection testing (editing) to set up the training database, debug complex XML errors, and validate data, ensuring successful end-user training and fallout examples.

***EDUCATION***

Community College of Aurora; Aurora, Colorado - Continuing  
Working towards Technical Writing and eLearning Certifications, and Salesforce Administration Certification.